



P R O V I D E R B U L L E T I N

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To: All Providers

Subject: Provider Field Representatives and Territory Map

Overview

The purpose of this bulletin is to inform providers about changes to the EDS provider field representatives' territory assignments beginning August 19, 2002.

New Provider Field Representative Assignments

EDS has divided Indiana into new territories. Table 1.4 lists the provider field representatives, contact information, and the territories served. In an effort to provide continuity in customer service, **one** provider representative is assigned to each territory and will serve **most provider types and specialties located in that assigned territory**.

With the implementation of new territory assignments, EDS has designated statewide field representatives for the following provider types and special programs as described in Table 1.3:

- 590
- Dental
- Waiver

Providers in the out-of-state areas identified in Table 1.1 should contact the identified field representatives for all Indiana Health Coverage Program (IHCP) educational needs.

Table 1.1 – Field Representatives for Cities Bordering Indiana

State	City	Field Representative
Illinois	Danville	Connie Pitner
	Watska	Connie Pitner
	Chicago	Connie Pitner
Kentucky	Louisville	Pam Martin
	Owensboro	Pam Martin
Michigan	Sturgis	Nancy McMinn
Ohio	Cincinnati	Tina King
	Hamilton	Tina King
	Harrison	Tina King
	Oxford	Tina King

Out-of-state providers not located in the states in Table 1.1, or those with a designated out-of-state billing office supporting multiple provider sites throughout Indiana should direct calls to (317) 488-5139.

Table 1.2 lists contact information for EDS Client Services Department leaders and Table 1.3 lists field representatives for special programs.

Table 1.2 – Client Services Department Leaders

Title	Name	Telephone
Director	Dan Planker	(317) 488-5078
Supervisor	Peggy Schleter	(317) 488-5154

Table 1.3 – Field Representatives for Special Programs

Special Program	Field Representative	Telephone	Territory
590, Waiver	Jo Melloh	(317) 488-5072	Statewide
Dental	Connie Pitner	(317) 488-5103	Statewide

Table 1.4 – EDS Provider Field Representatives

Territory Number	Field Representative	Telephone	Counties Served
1	Connie Pitner	(317) 488-5103	Benton, Fountain, Jasper, Lake, Newton, Parke, Vermillion, and Warren
2	Nancy McMinn	(317) 488-5152	Cass, Fulton, LaPorte, Marshall, Porter, Pulaski, St. Joseph, Starke, and White
3	Virginia Hudson	(317) 488-5071	Allen, Dekalb, Elkhart, Huntington, Kosciusko, Lagrange, Miami, Noble, Steuben, Wabash, and Whitley
4	Chris Kern	(317) 488-5326	Boone, Carroll, Clinton, Hamilton, Hendricks, Howard, Montgomery, Putnam, Tippecanoe, and Tipton
5	Randy Miller	(317) 488-5388	Adams, Blackford, Delaware, Grant, Hancock, Henry, Jay, Madison, Randolph, Wayne, and Wells
6	Jenni Albers	(317) 488-5187	Marion
7	Tina King	(317) 488-5123	Bartholomew, Brown, Clark, Dearborn, Decatur, Fayette, Floyd, Franklin, Harrison, Jackson, Jefferson, Jennings, Ohio, Ripley, Rush, Scott, Shelby, Switzerland, Union, and Washington
8	Kathryn Gibson	(317) 488-5070	Clay, Greene, Lawrence, Monroe, Morgan, Orange, Owen, Sullivan, and Vigo
9	Pam Martin	(317) 488-5153	Crawford, Daviess, Dubois, Gibson, Knox, Martin, Perry, Pike, Posey, Spencer, Vanderburgh, and Warrick
10	Jo Melloh	(317) 488-5072	Johnson
11	Account Services	(317) 488-5139	Out of State

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